

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### J. Walter Miller Co.

#### MANTEC

### J. Walter Miller Company Adopts Employee Wellness Program

#### Client Profile:

J. Walter Miller Company (JWM) is a family-owned foundry operation in Lancaster, Pennsylvania. The company's primary product offering is high quality brass and bronze castings, including sprinkler heads for the fire protection industry. JWM employs 66 people.

#### Situation:

To maintain high product quality and work life, JWM knew that while they needed a strategic plan to meet the ever growing challenges in the marketplace, they also needed to help their employees do their jobs better. JWM's current product is market driven, and being able to adapt to these market forces quickly is imperative. This means that their employees need to understand how to work more efficiently and productively. JWM invested in highly technical equipment to ensure worker safety and improve productivity. Training was required to teach them to use these new systems, understand the technology, learn new communication tools, and understand the "why" that was driving these changes. JWM contacted the Mid-Pennsylvania Manufacturing Extension Partnership (MANTEC), a NIST MEP network affiliate, for help.

#### Solution:

JWM management met with MANTEC to discuss their current state and what was needed over a given time period. The initial project, Professional Business Advisor Strategic Plan, was the beginning of a transformational process. They began with a gap analysis that led to developing a strategic plan with the help of MANTEC. The following actions put JWM on a strategic pathway to success: 1) Strategic plan to map a future state; 2) Human resource gap analysis of its procedures and plan; 3) Gap analysis of their environmental and health & safety programs; 4) A systematic sales program to prospect, sell, and retain clients while increasing market penetration, sales with current customers, and adding new clients to the customer base; 5) Lean manufacturing to increase efficiencies through cost reductions, greater throughput, sales, and profits; and 6) Employee wellness program and utilization of a company wellness confidant.

#### Results:

- \* Increased sales by 15 percent.
- \* Increased staff by 10 percent.
- \* Created a healthy work environment.

#### Testimonial:

"J. Walter Miller is a small operation. We could not have accomplished what we have and position our company for the future alone. People are our most important asset and vital to our company's success. We need to take care of them and MANTEC helped us develop the plan and implement our

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programs."

Milton K. Morgan, III, CEO